

California Department of Corrections
and Rehabilitation

Office of the Ombudsman



Senate Bill 518 Report
2012

Executive Summary

Senate Bill 518 was signed into law by Governor Arnold Schwarzenegger on October 13, 2007. This bill created the Youth Bill of Rights and mandated the Office of the Ombudsman and the Division of Juvenile Justice (DJJ) to implement several services related to the Youth Bill of Rights. It required the Office to install a toll-free-number through which youth in DJJ Facilities could contact the Office directly. The Office was required to consult with various stakeholders, including youth advocates and support groups, to develop standardized information explaining the Youth Bill of Rights, and to disseminate this information to all facilities. The Office was required to post this standardized information, including the toll-free-telephone number, in all DJJ facilities by July 1, 2008.

The Office of the Ombudsman's DJJ Hotline was implemented on July 1, 2008. Upon implementation, the Youth Bill of Rights posters were placed in all DJJ Facility living units, visiting halls, school areas, libraries, administration buildings, and other areas deemed appropriate. To date, the DJJ Ombudsman continues to monitor and ensure the distribution and placement of posters and track all calls received on the hotline.

Senate Bill 518 also required that the Office of the Ombudsman compile and make available to the legislature, and to the public, all data collected over the course of the year, including but not limited to, the number of inquiries to the toll free number, the nature of the inquiries, and the actions taken to address the inquiries, and the number of inquiries not resolved. Pursuant to this requirement the following report is a compilation of the data captured for the year 2012. This report includes all inquiries made to the Office of the Ombudsman's DJJ Hotline.

This is the fifth report issued by the Office of the Ombudsman. It contains data for inquiries received via the DJJ Hotline from January 1, 2012 through December 31, 2012. However, it should be noted that, in 2012, the DJJ Hotline experienced an interruption in services. On April 13, 2012, the Office of the Ombudsman received a phone call from the Office of Internal Affairs, indicating that various toll free numbers had been temporarily disabled due to abuse of the toll free function. The agent indicated that the Hotline had been disabled for approximately three weeks. Services were reactivated for the Office of the Ombudsman on April 17, 2012, and the Office of the Ombudsman disseminated a memo informing the youth that services were back up and running. Unfortunately when the Hotline was reactivated, the toll free aspect of the Hotline was not enabled. Youth were not able to call the Hotline using the payphones, as required by Senate Bill 518. This was not discovered until an Ombudsman dialed the phone from one of the facilities on May, 4, 2012. Despite very aggressive attempts to discover if the outage was facility-specific or system-wide, and whether the feature had been disabled through the Office of Internal Affairs or the Telecommunications unit, the Hotline was not fully functional until the first week of July 2012. In the interim, however, youth continued to be able to access the Office

of the Ombudsman by requesting that calls be connected through staff phones. Staff readily provided assistance and reached out to the Office of the Ombudsman regarding the lack of functionality of the Hotline.

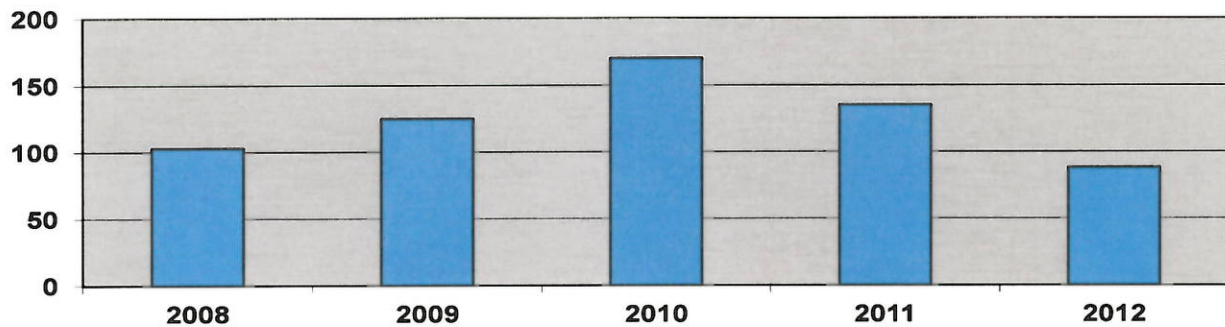


Table A. Hotline Inquiries received by the Office of the Ombudsman's DJJ Hotline, 2008-2012

From January 1, 2012 through December 31, 2012, the Office of the Ombudsman received a total of 88 inquiries; this is a decline from last year, when the Office received 135 calls.

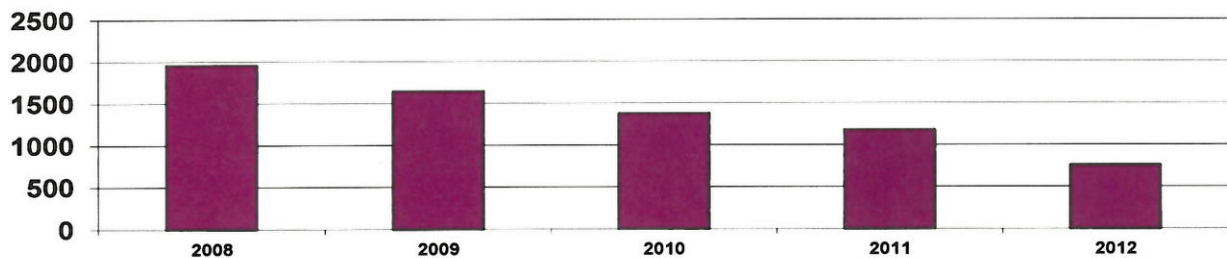


Table B. Average Daily Population for the Division of Juvenile Justice, 2008-2012

In calendar year 2012, DJJ continued to experience a significant population decline. Numerous legislative and regulatory changes have realigned the juvenile justice population to county jurisdiction, including post-custody release supervision. Table B shows the steady decline in DJJ population from 2008 to 2012.

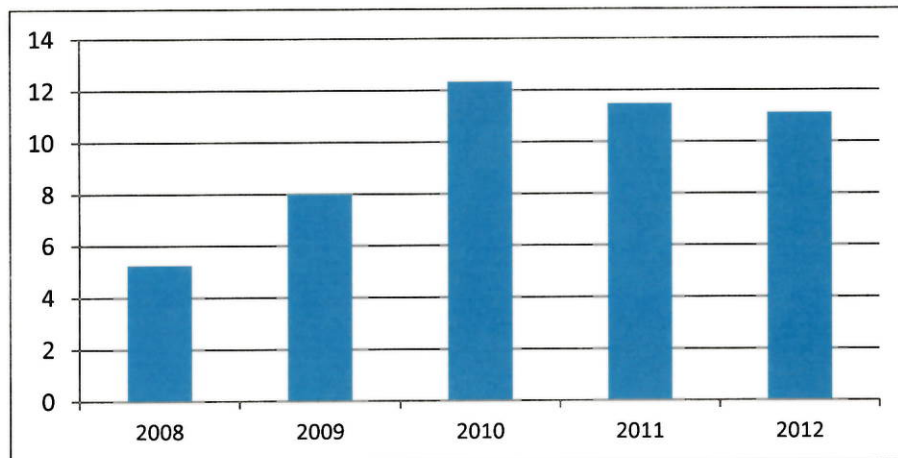


Table C. Cross-Year Comparison of Rate of Hotline Inquiries received per 100 youth, 2008-2012

Based on the population decline, a simple comparison of numbers of inquiries does not necessarily shed light on the youth's use of the DJJ Hotline. However, a comparison of the rate of inquiries per 100 youth provides more insight into the youth's access of Ombudsman services [see Table C]. In 2012, the youth accessed the Hotline at a rate of 11.11 calls per 100 youth. This is a slight rate decrease from last year, when the Hotline received 11.47 calls per 100 youth.

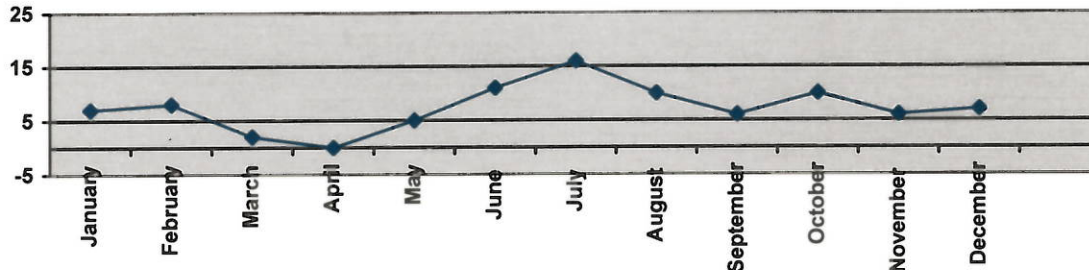


Table D. 2012 DJJ Hotline Inquiries per Month

The average number of inquiries received per month from the Office of the Ombudsman was 7.3. The highest number of inquiries was received in the month of July (16). The lowest number of inquiries was received in April (0), due to the telephone outage previously mentioned in the Executive Summary.

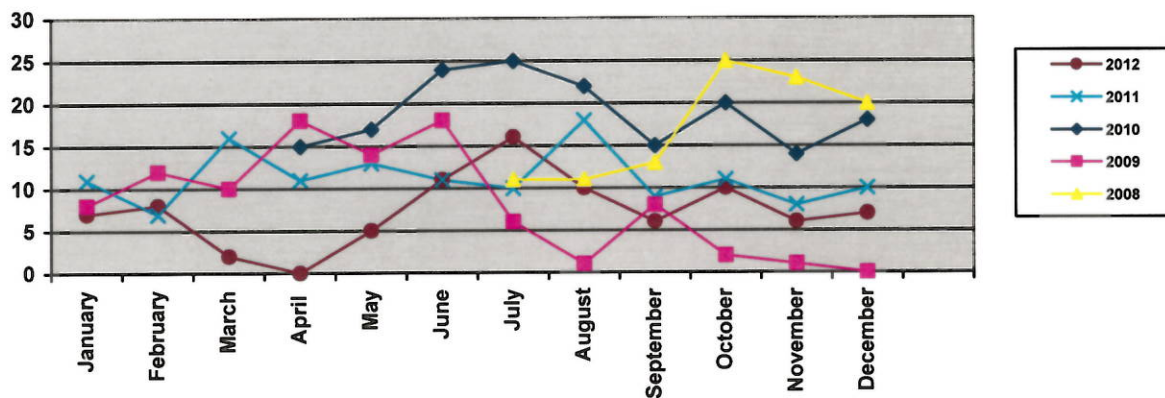


Table E. Comparison by Year of DJJ Hotline Inquiries per Month

A cross-year comparison of calls received per month does not indicate any trends, although calls have peaked in the summer months in previous years.

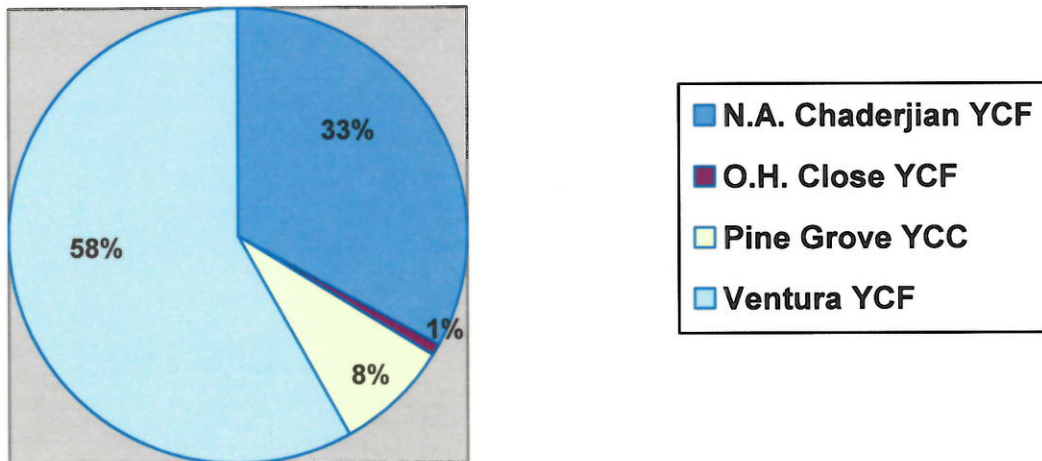


Table F. Percentage of DJJ Hotline Inquiries by Facility

The greatest numbers of total inquiries received were related to concerns at the Ventura Youth Correctional Facility (51 calls; 58% of total inquiries) and NA Chaderjian Youth Facility (29 calls, 33% of total inquiries). The least number of inquiries were received from O.H Close Youth Correctional Facility (1 call, is 1% of total inquiries). Seven (7) calls were received from the Pine Grove Youth Conservation Camp comprising (8% of total inquiries).

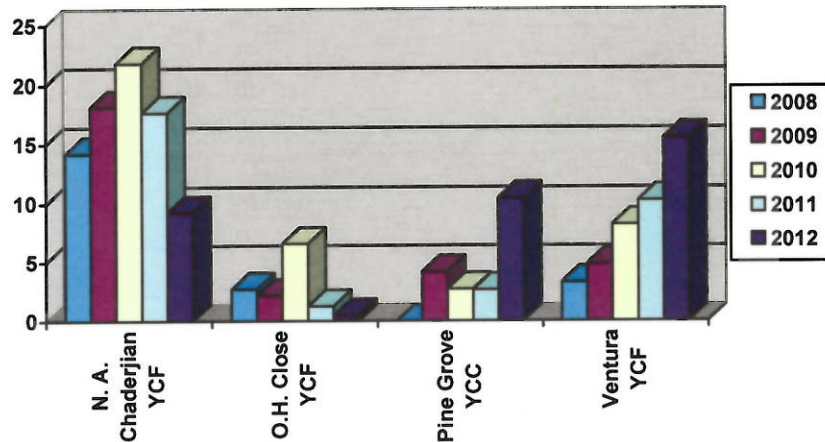


Table G. Cross-Year Comparison of Rate of Inquiries per 100 youth

Due to the decrease in DJJ population, the rate of inquiries has declined in the past few years. Since 2011, the rate of inquiries received from N.A. Chaderjian Youth Correctional Facility declined by -8.41 and the rate of inquiries at O.H. Close Youth Correctional Facility declined by -.78. On the other hand, the rate of inquiries increased by +7.79 at the Pine Gove Youth Conservation Camp, and by +5.25 at the Ventura Youth Correctional Facility.

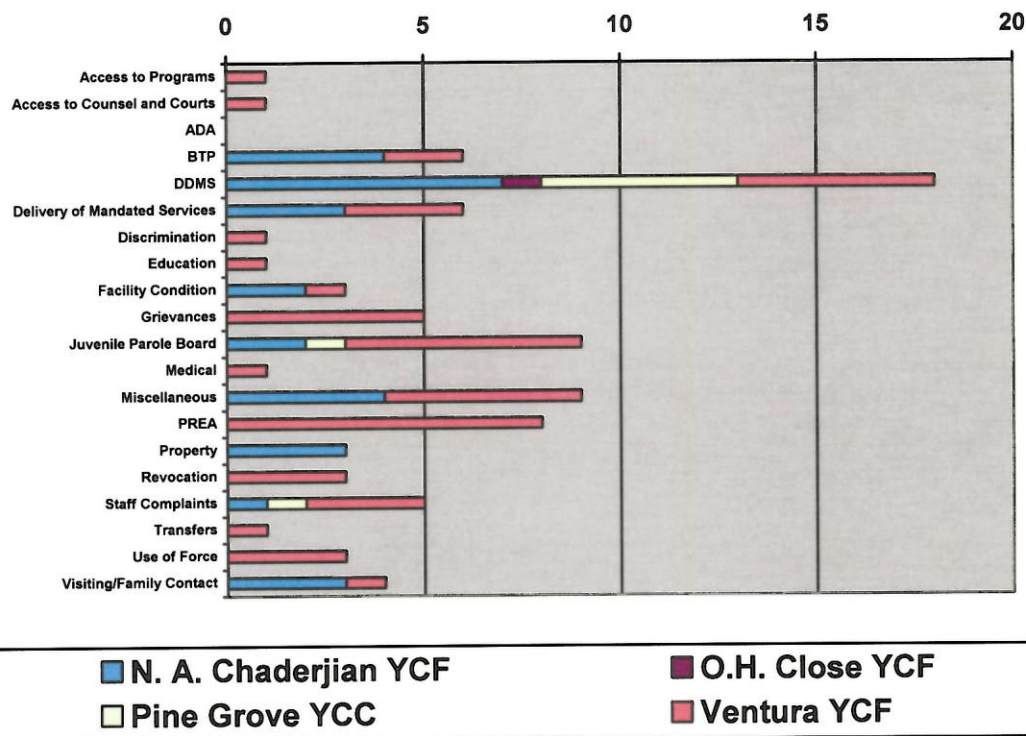


Table H. DJJ Hotline Inquiries by Issue Category and by Facility

The greatest number of inquiries was received in the area of Disciplinary Decision Making System (DDMS). DJJ has a number of rules a youth must follow for protection and the safety of

others. When inappropriate behavior is demonstrated, staff use a number of intervention strategies to handle rule violations before using DDMS. DDMS is used when a youth has been involved in more serious misconduct. DJJ has three levels of misconduct Level 1 (Minor Misconduct), Level 2 (Intermediate Misconduct), Level 3 (Serious Misconduct). Eighteen (18) inquiries were received in the category of DDMS. This is a change from the previous annual reports, in which the Staff Complaints category traditionally received the highest number of inquiries. The majority of DDMS inquiries were received from N.A. Chaderjian YCF (7). Upon receipt of an inquiry regarding a DDMS the Ombudsman will conduct a review of the DDMS to ensure that it is within policy and advise the Youth of their right to file a grievance on the decision of the DDMS, as outlined in DJJ's Youth Rights Handbook

Another significant anomaly in this year's Hotline activities was a spike in phone calls from the youth on the Casa De Caballeros (CDC) unit in the VYCF, in which allegations of a sexual nature were received. Beginning on July 5, 2012, and culminating on July 23, 2012, the DJJ Hotline received numerous calls from eight (8) youth on CDC claiming that they had experienced sexual harassment from staff. Staff at VYCF was notified and took immediate action, including confidentially interviewing the youth, providing the services of the staff psychologist, and, in one instance, sending a youth to a safe environment, all according to PREA protocol. Although the tone of the phone calls to the Hotline and preliminary interviews indicated that the youth were playing a prank, these calls were referred to the Office of Internal Affairs at the direction of Director Minor. OIA began a review of these incidents on July 16, 2012. On Wednesday, July, 25, 2012, the Ombudsman was notified by Superintendent Almager that the Central Intake Unit at the OIA had declined to hear the cases.

In 2010, the Office created a new category to capture inquiries relating to the Behavior Treatment Program (BTP). BTP is a program designed to meet the mandates of *Farrell v. Cate* by providing "intensive treatment interventions for youth who demonstrate violent, disruptive aggressive behavior and who do not meet the criteria for intensive mental health treatment or a higher level of mental health care."¹ One of the main functions of the DJJ Ombudsman in 2012 was responding to concerns regarding the Behavior Treatment Program at the Ventura Youth Correctional Facilities (VYCF).

In January of 2012, the Office received calls from youth regarding conditions of confinement, as well as allegations of excessive use of force. During this time, the BTP had been on numerous modified programs due to a wave of assaults on staff. To respond to these calls and at the request of Undersecretary Terri McDonald, DJJ Ombudsman Rosalez and Chief Ombudsman Sara Malone visited the Ventura Youth Correctional Facility on January 17-18, 2012, to interview the youth and provide feedback to the Superintendent and to Director Mike Minor regarding the allegations.

¹ Behavior Treatment Program Guide, submitted by the BTP Charter Workgroup, July 15, 2009.

At the request of Undersecretary Terri McDonald and Director Mike Minor, this visit was to become a regular occurrence; in February, the Division of Juvenile Justice submitted a Corrective Action Plan (CAP) to the *Farrell* court stipulating that “On a monthly basis, the CDCR Ombudsman will visit VYCF”. Pursuant to the CAP, the DJJ Ombudsman visited the BTPs monthly, issuing regular reports to Superintendent Almager, Director Minor, and Undersecretary McDonald. Initial reports documented various concerns received from the Youth regarding mandated services (school, recreation, counseling, food, and clothing) and included allegations regarding excessive use of force and group punishment. Every month the reports covered the concerns of the Youth and the steps staff were making towards improvement and alleviation of the issues. The reports progressively improved each month. By July of 2012, the Ombudsman was able to document an informed and educated youth population on the verge of making the shift from an entrenched attitude regarding incarceration towards a collaborative, albeit guarded, step toward rehabilitation. In the August visit, the Ombudsman checked in with almost every single youth on the BTP and no youth reported any complaints. Although the youth on the BTP continue to display aggressive and antisocial behavior characteristic of the kind of offender served by DJJ, the staff at Ventura must be commended for transforming the culture of this unit so profoundly, and in such a short period of time. The positive change at VYCF is attributed to both Superintendent Almager’s leadership and the collaboration of his team.

Allegations of excessive or unnecessary physical or chemical force are captured under Use of Force; during 2012 year, three (3) allegations of excessive or unnecessary force were lodged via the DJJ Hotline. Per DJJ’s Crisis Prevention Management and Use of Force Policy, any DJJ employee that receives an allegation of excessive physical or chemical force must report the allegation immediately. All allegations received by the Office of the Ombudsman were reported to the Superintendent and to the Division Force Review Committee.

To assess the impact that the DJJ telephone hotline outage had on youth access to the Office of the Ombudsman, the DJJ Ombudsman conducted an audit and compared the number of telephone inquiries received during April 2011 through July 2011. The months impacted the most were April and May, 2012. In April, 2012, the Ombudsman received no hotline inquiries compared to April, 2011, when the Ombudsman received eleven (11) hotline inquiries. In May, 2012, the Ombudsman received five (5) hotline inquiries, as compared to May, 2011; the Ombudsman received thirteen (13) hotline inquiry calls. There did not seem to be an impact in June 2012, because the Office received the same number of calls as June, 2011. Although the Hotline was sporadically functional, staff was very helpful in connecting the youth to the Ombudsman using alternative methods, such as the use of staff phones. Since July, 2012, the DJJ hotline has been working without interruption.

The majority of inquiries received by the Office were resolved. Seventy-eight (78) calls, 87% of inquiries received were resolved by the Ombudsman. One (1) of the inquiries remained unresolved because the Youth paroled. The eight (8) PREA calls received in July from CDC unit are designated as referrals, and one (1) inquiry sustained as no action was needed.

The DJJ Ombudsman continues to visit all DJJ facilities. During these visits, the Ombudsman monitors the placement of the Youth Bill of Rights Posters and educates and informs the youth, individually and in group settings, of the Youth Bill of Rights and their right to contact the Office of the Ombudsman.

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Appendix A

Glossary of Terms

Definitions of Actions

Resolved—shall include any inquiry in which the Ombudsman has conducted a review of the inquiry, made any necessary recommendations, responded to the youth, and no further action is necessary.

Referral—shall include any referral that is made to an entity or agency outside of DJJ. This shall include internal CDCR matrix entities such as Office of Internal Affairs, and also includes external state or county agencies, such as Department of Mental Health or Public Defenders.

Unresolved—shall include any inquiry in which a youth's concern is following the administrative process, in which not information has been received to resolve the concern, or any inquiry in which a recommendation was made but not addressed at the facility level.

Definitions of Categories

Access to Programs—shall include any complaints about youth access to programs, including but not limited to: religious services, substance abuse treatment program, free venture, fire camp, etc. This category also includes complaints from youth who are not on alternate programs and are concerned about access to programs or inquiries regarding Program Service Day.

Access to Counsel and Courts—(previously categorized as Access to Legal Counsel and Court/Hearings & Representation) shall include inquiries regarding seeking legal advice, requesting new hearings of case and /or commitment to DJJ, complaints about attorneys such as public defenders or CalPAP.

ADA—shall include inquiries relating to meeting youth's needs as identified in the Ward with Disabilities Program, such as providing accommodations for vision, hearing, or learning disabilities.

Behavior Treatment Program (BTP)— (formerly categorized as Restrictive Program; the terminology was modified to be consistent with DJJ terminology) shall include all calls related to conditions of Alternative Programs, Temporary Detention (TD), TIP (Temporary Intervention Program), BTP (Behavior Treatment Program), Program Change Protocol Status (PCP).

DDMS—shall include any calls regarding the Disciplinary Decision Making System, including calls about appeals, behavior reports, and allegations of due process violations.

Delivery of Mandated Services—shall include basic necessities such as clothing, food, bedding, access to showers, etc.

Discrimination—shall include allegations that youth are being discriminated against based on race, gender, sexual orientation or religion. This category also includes allegations based on protected classes, such as youth with mental health diagnoses or ADA requirements.

Education—shall include any inquiries regarding education services.

Facility Condition—shall include any inquiries regarding the physical plant of the facilities, to include the structure, the plumbing, air conditioning, etc.

Grievances—shall include any inquiries where the specific complaint is that the youth is not receiving responses to his grievances, or feels that the responses are being appropriate. If the youth calls about a specific issue, and mentions that he has filed a grievance, the inquiry is categorized under the specific issue.

Juvenile Parole Board—shall include any hearings, actions, or decisions of the JPB, including Parole Consideration Hearings and all proceedings related to the LH lawsuit, such as Probable Cause Hearings or the setting of Revocation Release Dates, and hearings and actions relating to AB 1053 or AB 1628.

Medical—shall include any issues relating to access to medical care and/or receiving medical attention.

Miscellaneous—shall include calls in which not enough information is provided by the youth regarding the nature of their concern; calls where the issues that fall under multiple jurisdictions; or items that do not fall under any other specific category in this report.

PREA—Prison Rape Elimination Act shall include calls in which sexual misconduct is being reported.

Revocation—shall include any Ward returned to custody for a parole violation these calls include Wards who have concerns regarding their revocation release date or the revocation process.

Staff Complaint—shall include any complaint against staff that is not regarding discrimination (see Discrimination) or use of force (see Use of Force). This category shall also include allegations of abuse by staff that does not occur in documented situations where chemical or physical force was used.

Transfers—shall include any calls regarding inter- or intra-facility transfers to another facility, program, or living unit. This category shall also include calls regarding transfers to the Division of Adult Facilities.

Use of Force—shall include any allegation of excessive or unnecessary use of chemical or physical force that is reported to the Office of the Ombudsman. Please note that any allegation of excessive or unnecessary chemical or physical force made to the Office of the Ombudsman is reported immediately to the Superintendent or designee upon receipt of the allegation.

Visiting/Family Contact—shall include any phone call regarding contact with family via mail, telephone or through the Visiting Program.

Appendix B: Inquiries by Facility 2012

<i>Institution</i>	<i>Date</i>	<i>Issue</i>
N.A. CHADERJIAN	8 /11/2012	DDMS
	2 /24/2012	BTP
	1 /12/2012	Property
	1 /16/2012	Facility Condition
	7 /10/2012	Juvenile Parole Board
	6 /14/2012	Visiting/Family Contact
	8 /30/2012	DDMS
	1 /11/2012	Misc.
	5 /3 /2012	DDMS
	1 /1 /2012	DDMS
	8 /9 /2012	DDMS
	6 /2 /2012	BTP
	5 /3 /2012	DDMS
	5 /7 /2012	DDMS
	2 /2 /2012	BTP
	9 /28/2012	Misc.
	3 /13/2012	Misc.
	10/8 /2012	DDMS
	10/16/2012	Staff Complaint
	6 /25/2012	DDMS
	12/21/2012	Misc.
	10/25/2012	DDMS
	11/19/2012	Visiting/Family Contact
	11/23/2012	Property
	11/25/2012	Juvenile Parole Board
	8 /7 /2012	Visiting/Family Contact
	2 /9 /2012	BTP

<i>Institution</i>	<i>Date</i>	<i>Issue</i>
<i>N.A. CHADERJIAN (cont)</i>		
	1 /1 /2012	Facility Condition
	7 /25/2012	Property
<i>OHCLOSE</i>		
	6 /14/2012	DDMS
<i>PINE GROVE</i>		
	3 /6 /2012	Staff Complaint
	1 /15/2012	Juvenile Parole Board
	5 /8 /2012	DDMS
	10/23/2012	DDMS
	10/23/2012	DDMS
	11/4 /2012	DDMS
	9 /1 /2012	DDMS
<i>VENTURA</i>		
	1 /9 /2012	BTP
	2 /3 /2012	Transfers
	9 /17/2012	DDMS
	6 /1 /2012	Grievance
	7 /30/2012	Misc.
	10/23/2012	Medical
	10/23/2012	Juvenile Parole Board
	7 /4 /2012	Discrimination
	8 /10/2012	Revocation
	2 /2 /2012	Grievance
	6 /1 /2012	Delivery of Mandated Services
	2 /17/2012	DDMS
	8 /8 /2012	Delivery of Mandated Services
	7 /16/2012	DDMS

Institution***Date******Issue******VENTURA (cont.)***

7 /20/2012	Staff Complaint
8 /15/2012	Juvenile Parole Board
9 /10/2012	Delivery of Mandated Services
12/27/2012	Access to Courts and Counsel
2 /24/2012	Grievance
7 /10/2012	juvenile Parole Board
12/13/2012	DDMS
12/13/2012	Misc.
11/26/2012	Use of Force
10/4 /2012	Misc.
7 /13/2012	PREA
7 /13/2012	PREA
12/25/2012	Grievance
9 /21/2012	Misc.
8 /15/2012	Staff Complaint
8 /14/2012	Education
7 /22/2012	PREA
7 /19/2012	Visiting/Family Contact
6 /7 /2012	Use of Force
7 /10/2012	Juvenile Parole Board
10/22/2012	Grievance
7 /5 /2012	PREA
7 /25/2012	Use of Force
7 /05 /2012	Staff Complaint
6 /14/2012	Revocation
6 /10/2012	Facility Condition
9 /14/2012	Misc.
6 /1 /2012	DDMS

<i>Institution</i>	<i>Date</i>	<i>Issue</i>
<i>VENTURA (cont.)</i>		
	8 /20/2012	Juvenile Parole Board
	6 /1 /2012	Revocation
	5 /22/2012	Access to Programs
	2 /24/2012	BTP
	11/15/2012	Juvenile Parole Board
	7/11/2012	PREA
	7/11/2012	PREA
	7/10/2012	PREA
	7/05/2012	PREA

Appendix C: Inquiries by Issue and by Facility 2012

<i>Issue</i>	<i>Institution</i>	<i>Date</i>
<i>Access to Courts and Counsel</i>		
	VENTURA	12/27/2012
<i>Access to Programs</i>		
	VENTURA	5 /22/2012
<i>BTP</i>		
	CHAD	2 /2 /2012
	CHAD	2 /9 /2012
	VENTURA	2 /24/2012
	CHAD	2 /24/2012
	CHAD	6 /2 /2012
	VENTURA	1 /9 /2012
<i>DDMS</i>		
	CHAD	8 /11/2012
	CHAD	5 /7 /2012
	VENTURA	6 /1 /2012
	VENTURA	7 /16/2012
	OHCLOSE	6 /14/2012
	CHAD	6 /25/2012
	VENTURA	2 /17/2012
	CHAD	8 /9 /2012
	CHAD	8 /30/2012
	PINE GROVE	9 /1 /2012
	VENTURA	9 /17/2012
	VENTURA	12/13/2012
	CHAD	10/8 /2012
	PINE GROVE	5 /8 /2012

<i>Issue</i>	<i>Institution</i>	<i>Date</i>
<i>DDMS (cont.)</i>		
	CHAD	10/25/2012
	PINE GROVE	11/4 /2012
	PINE GROVE	10/23/2012
	PINE GROVE	10/23/2012
<i>Delivery of Mandated Services</i>		
	CHAD	5 /3 /2012
	CHAD	5 /3 /2012
	VENTURA	9 /10/2012
	CHAD	1 /1 /2012
	VENTURA	6 /1 /2012
	VENTURA	8 /8 /2012
<i>Discrimination</i>		
	VENTURA	7 /4 /2012
<i>Education</i>		
	VENTURA	8 /14/2012
<i>Facility Condition</i>		
	CHAD	1 /16/2012
	VENTURA	6 /10/2012
	CHAD	1 /1 /2012
<i>Grievance</i>		
	VENTURA	6 /1 /2012
	VENTURA	2 /24/2012
	VENTURA	2 /2 /2012
	VENTURA	10/22/2012
	VENTURA	12/25/2012
<i>Juvenile Parole Board</i>		
	VENTURA	8 /15/2012

<i>Issue</i>	<i>Institution</i>	<i>Date</i>
<i>Juvenile Parole Board (cont.)</i>		
	CHAD	11/25/2012
	VENTURA	11/15/2012
	PINE GROVE	1 /15/2012
	VENTURA	10/23/2012
	VENTURA	8 /20/2012
	VENTURA	7 /10/2012
	CHAD	7 /10/2012
	VENTURA	7 /10/2012
<i>Medical</i>		
	VENTURA	10/23/2012
<i>Misc.</i>		
	VENTURA	10/4 /2012
	VENTURA	7 /30/2012
	CHAD	12/21/2012
	VENTURA	9 /14/2012
	VENTURA	9 /21/2012
	CHAD	3 /13/2012
	VENTURA	12/13/2012
	CHAD	9 /28/2012
	CHAD	1 /11/2012
<i>PREA</i>		
	VENTURA	7 /5 /2012
	VENTURA	7 /5 /2012
	VENTURA	7 /11/2012
	VENTURA	7 /11/2012
	VENTURA	7 /22/2012
	VENTURA	7 /13/2012

<i>Issue</i>	<i>Institution</i>	<i>Date</i>
<i>PREA (cont.)</i>		
	VENTURA	7 /13/2012
	VENTURA	7 /10/2012
<i>Property</i>		
	CHAD	1 /12/2012
	CHAD	11/23/2012
	CHAD	7 /25/2012
<i>Revocation</i>		
	VENTURA	6 /1 /2012
	VENTURA	6 /14/2012
	VENTURA	8 /10/2012
<i>Staff Compliant</i>		
	CHAD	10/16/2012
	VENTURA	8 /15/2012
	VENTURA	7 /5 /2012
	VENTURA	7 /20/2012
	PINE GROVE	3 /6 /2012
<i>Transfers</i>		
	VENTURA	2 /3 /2012
<i>Use of Force</i>		
	VENTURA	6 /7 /2012
	VENTURA	11/26/2012
	VENTURA	7 /25/2012
<i>Visiting/Family Contact</i>		
	VENTURA	7 /19/2012
	CHAD	6 /14/2012
	CHAD	8 /7 /2012
	CHAD	11/19/2012

Appendix D: Inquiries by Action, Facility and issue 2012

Action	Institution	Date	Issue
<i>Resolved</i>			
	PINE GROVE	3 /6 /2012	Staff Misconduct
	VENTURA	6 /7 /2012	Use of Force
	VENTURA	1 /9 /2012	BTP
	CHAD	1 /11/2012	Misc.
	VENTURA	2 /3 /2012	Transfers
	CHAD	2 /9 /2012	BTP
	VENTURA	2 /17/2012	DDMS
	VENTURA	10/22/2012	Grievance
	VENTURA	11/15/2012	Juvenile Parole Board
	CHAD	7 /25/2012	Property
	CHAD	2 /24/2012	BTP
	VENTURA	9 /17/2012	DDMS
	CHAD	3 /13/2012	Misc.
	CHAD	5 /3 /2012	DDMS
	CHAD	5 /3 /2012	DDMS
	CHAD	5 /7 /2012	DDMS
	VENTURA	5 /22/2012	Access to Programs
	VENTURA	6 /1 /2012	Revocation
	VENTURA	8 /20/2012	Juvenile Parole Board
	VENTURA	6 /1 /2012	DDMS
	CHAD	1 /1 /2012	DDMS
	VENTURA	2 /24/2012	BTP
	VENTURA	2 /24/2012	Grievance
	CHAD	1 /1 /2012	Facility Condition
	VENTURA	7 /30/2012	Misc.
	CHAD	8 /7 /2012	Visiting/Family Contact
	PINE GROVE	5 /8 /2012	DDMS

<i>Action</i>	<i>Institution</i>	<i>Date</i>	<i>Issue</i>
<i>Resolved (cont)</i>			
	VENTURA	10/23/2012	Medical
	VENTURA	10/23/2012	Juvenile Parole Board
	VENTURA	7 /4 /2012	Discrimination
	VENTURA	8 /10/2012	Revocation
	CHAD	1 /12/2012	Property
	VENTURA	2 /2 /2012	Grievance
	VENTURA	9 /14/2012	Misc.
	VENTURA	6 /1 /2012	DDMS
	VENTURA	6 /1 /2012	Grievance
	VENTURA	7 /16/2012	DDMS
	VENTURA	7 /20/2012	Staff Misconduct
	VENTURA	8 /15/2012	Juvenile Parole Board
	VENTURA	9 /10/2012	Delivery of Mandated Services
	VENTURA	12/27/2012	Access to Courts and Counsel
	VENTURA	8 /8 /2012	Delivery of Mandated Services
	CHAD	2 /2 /2012	BTP
	CHAD	10/16/2012	Staff Misconduct
	CHAD	12/21/2012	Misc.
	VENTURA	9 /21/2012	Misc.
	CHAD	6 /2 /2012	BTP
	PINE GROVE	1 /15/2012	Juvenile Parole Board
	CHAD	9 /28/2012	Misc.
	CHAD	8 /30/2012	DDMS
	CHAD	10/8 /2012	DDMS
	PINE GROVE	9 /1 /2012	DDMS
	PINE GROVE	10/23/2012	DDMS
	PINE GROVE	10/23/2012	DDMS
	PINE GROVE	11/4 /2012	DDMS
	CHAD	10/25/2012	DDMS

<i>Action</i>	<i>Institution</i>	<i>Date</i>	<i>Issue</i>
<i>Resolved (cont)</i>			
	CHAD	11/19/2012	Visiting/Family Contact
	CHAD	11/25/2012	Juvenile Parole Board
	VENTURA	11/26/2012	Use of Force
	VENTURA	12/13/2012	DDMS
	VENTURA	10/4 /2012	Misc.
	VENTURA	7 /5 /2012	Staff Misconduct
	VENTURA	6 /10/2012	Facility Condition
	CHAD	6 /14/2012	Visiting/Family Contact
	OHCLOSE	6 /14/2012	DDMS
	VENTURA	6 /14/2012	Revocation
	CHAD	6 /25/2012	DDMS
	VENTURA	12/25/2012	Grievance
	VENTURA	7 /25/2012	Use of Force
	VENTURA	8 /15/2012	Staff Misconduct
	VENTURA	7 /10/2012	Juvenile Parole Board
	CHAD	7 /10/2012	Juvenile Parole Board
	VENTURA	7 /19/2012	Visiting/Family Contact
	CHAD	1 /16/2012	Facility Condition
	CHAD	8 /9 /2012	DDMS
	CHAD	8 /11/2012	DDMS
	CHAD	11/23/2012	Property
	VENTURA	8 /14/2012	Education
<i>Sustained</i>	VENTURA	12/13/2012	Misc.
<i>Unresolved</i>			
	VENTURA	7 /10/2012	Juvenile Parole Board

<i>Action</i>	<i>Institution</i>	<i>Date</i>	<i>Issue</i>
<i>Referral</i>			
	VENTURA	7 /5 /2012	PREA
	VENTURA	7/5/2012	PREA
	VENTURA	7/10/12	PREA
	VENTURA	7 /22/2012	PREA
	VENTURA	7 /11/2012	PREA
	VENTURA	7/11/20132	PREA
	VENTURA	7 /13/2012	PREA
	VENTURA	7 /13/2012	PREA